



HQ Air Force Personnel Center



AFPC Field Activities Update

May 04

Field Activities Division

Overview

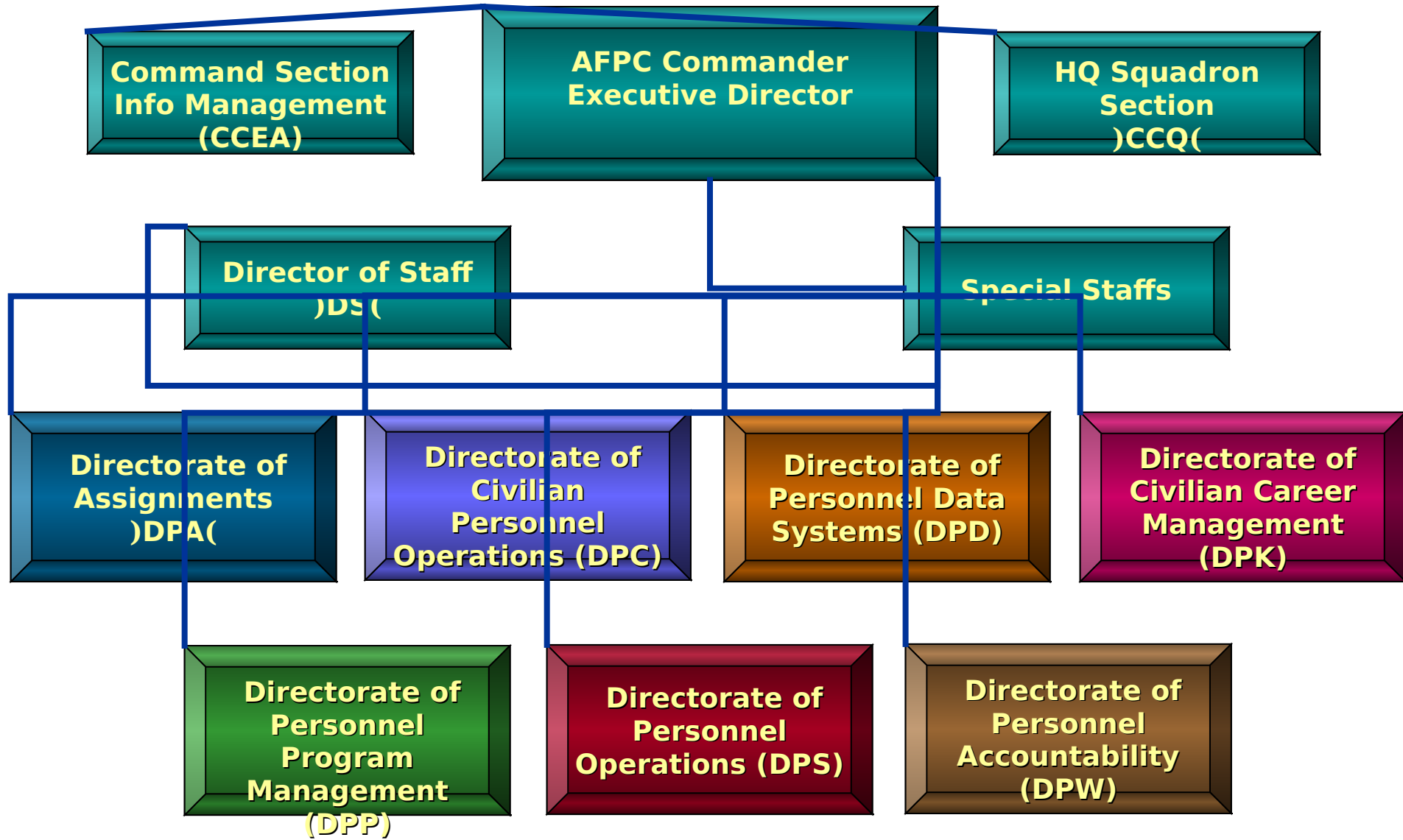
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- AFPC Reorg
- Field Activities Update
- Other Topics



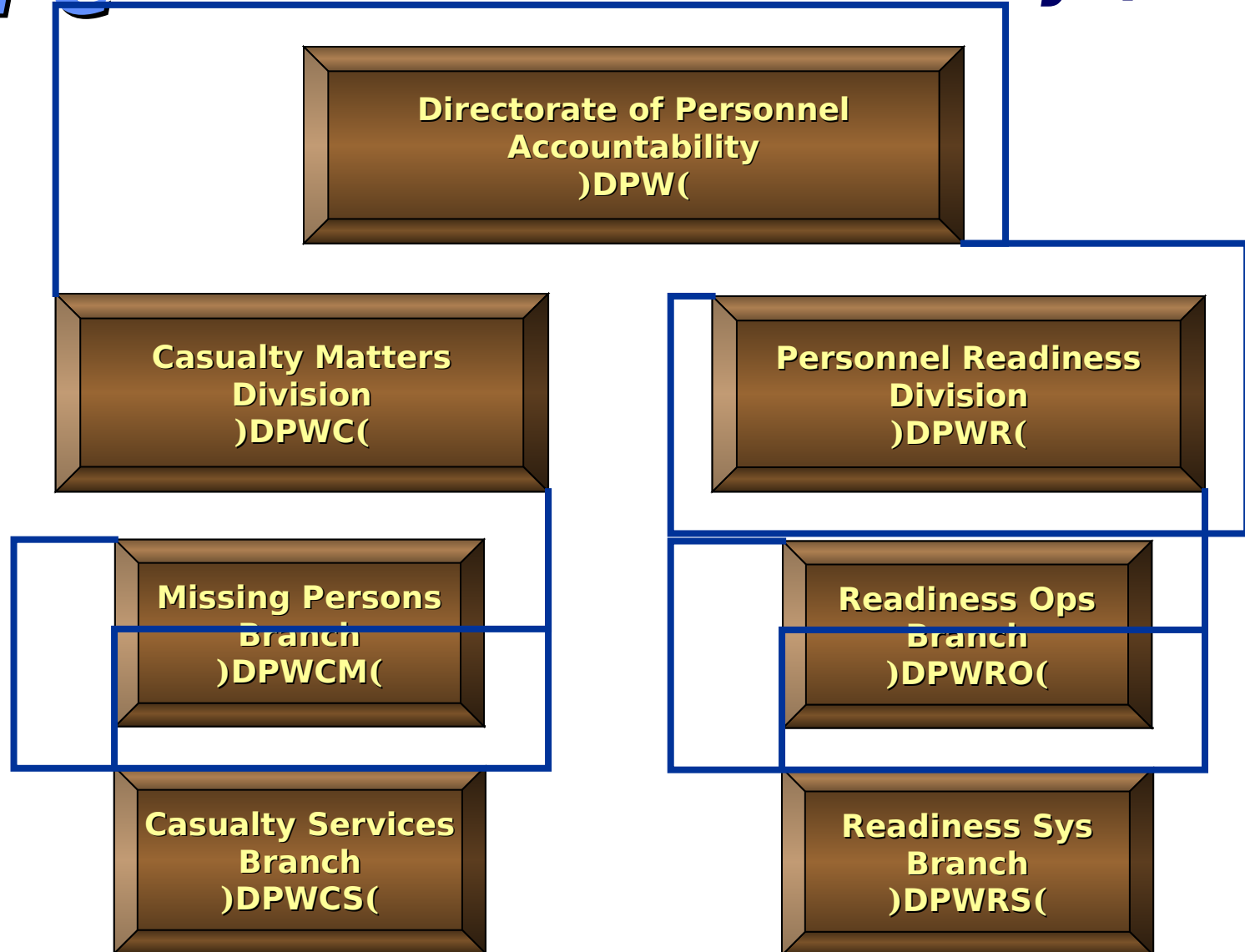
Air Force Personnel Center Today

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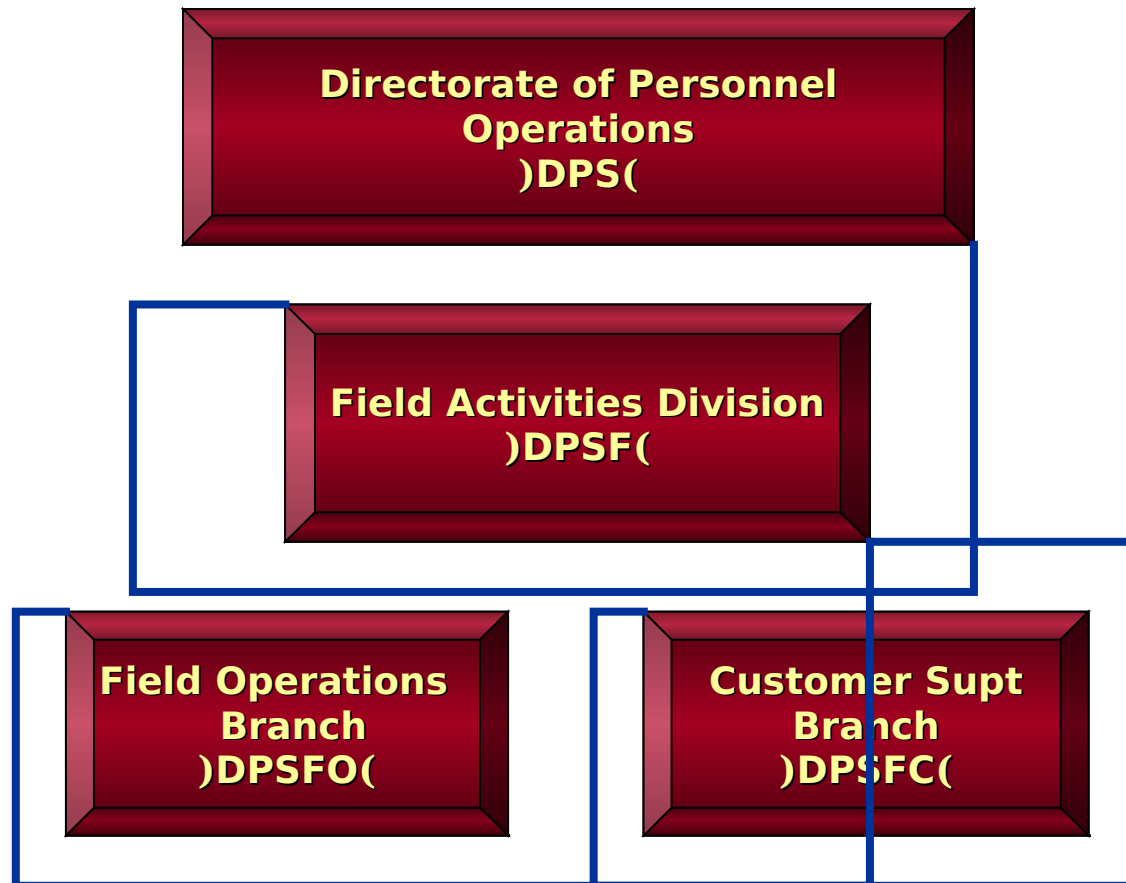
Directorate of Personnel Accountability (As Is)

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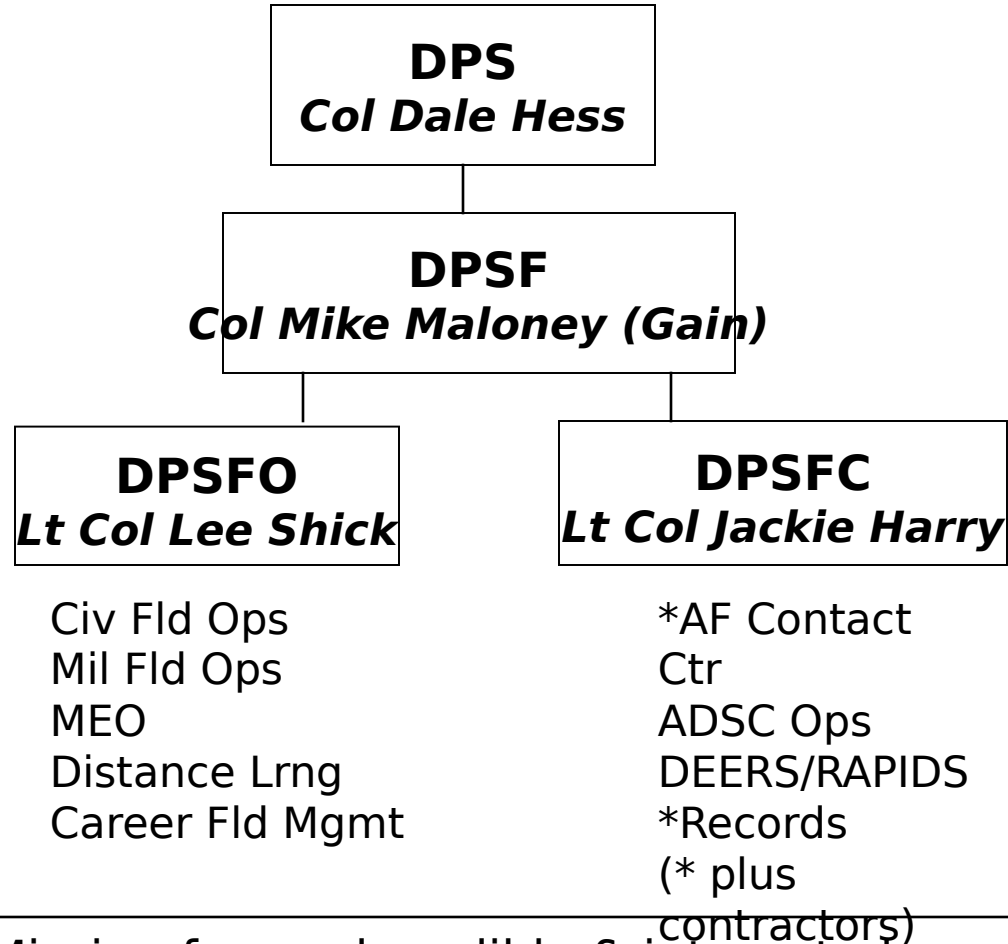
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Directorate of Personnel Operations (As Is)



AFPC/DPSF Today

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DPS Vision: Mission-focused credible & integrated personnel and info services

DPS Mission: Contribute to AFPC mission by supporting force management with quality information services and the delivery of

DPW & DPS Reorganization

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■ **Objective**

- Field Activities + PERSCO/Personnel Accountability = Personnel Operations With AEF-Centric Focus.

■ **Tasks**

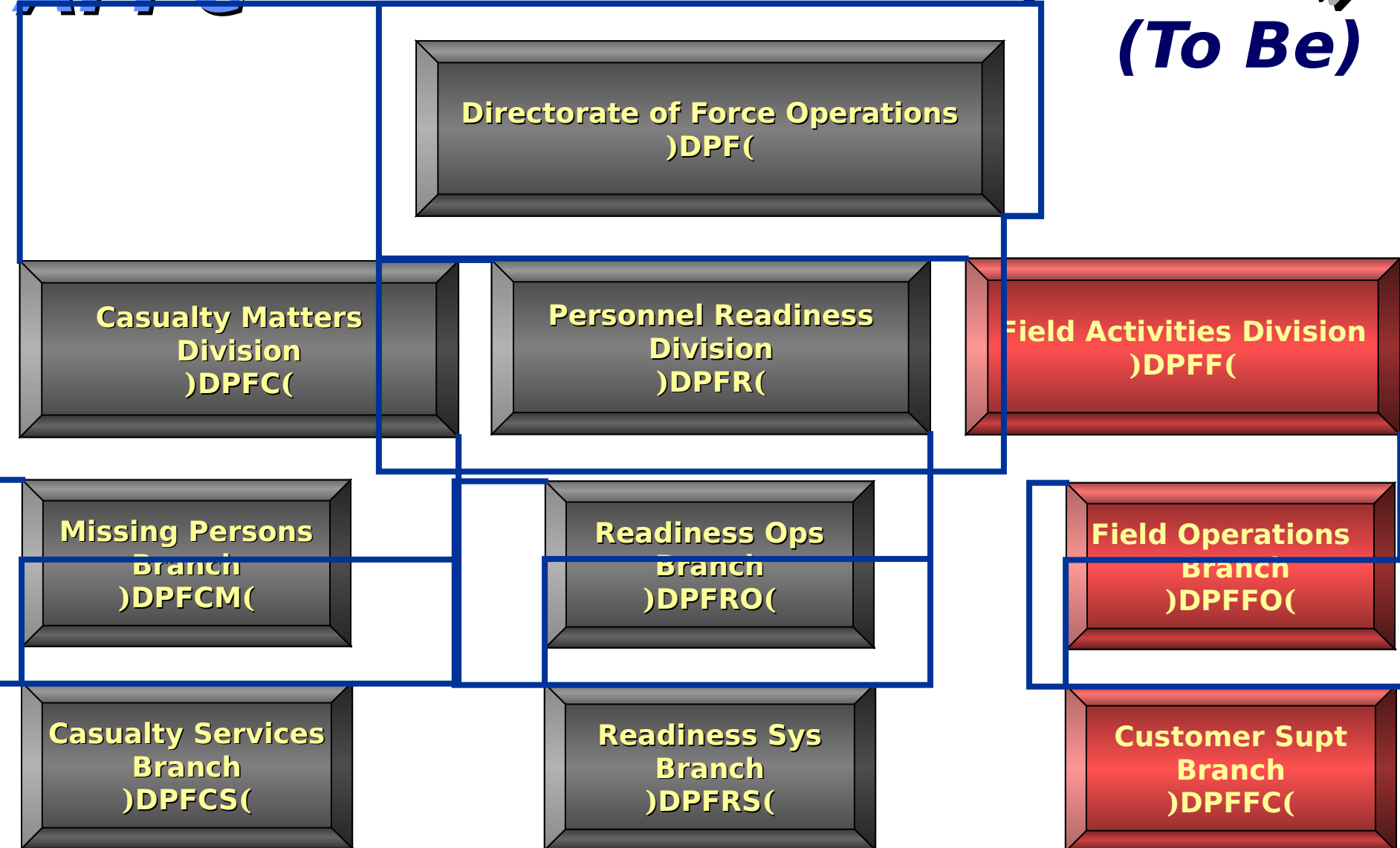
- Rename To Directorate Of Force Operations (DPF)
- Move Field Activities Division Into DPW Directorate
- Stand-up Deployed Operations Function
- Re-align Duty Status Program Management Function
- Study Base-level Oversight Synergies

■ **Considerations**

- 2 Phase Approach - IOC July 2004 = Phase 1
- Merge Readiness Div + Field Activities Div - July 2005 = Phase 2
- Integrates Oversight Of All Personnel Field Activities
- Emphasis On War-Fighter Support

Directorate of Force Operations (To Be)

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WAY AHEAD

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- *Target For 1 Jul 04 Effective Date*
- *Be Transparent To The Customer*
- *Adjust And Integrate*
- *Monitor/Measure And Improve*

Overview

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Field Activities Update

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- Back to Basics Effort
- Pers/Pay Issues
- Training – What We’ve Seen
- What’s Next



■ Dire

- Little effective written guidance
- Poorly designed organizational structures
- Inexperienced leadership
- Thin training scenarios
- Short/inexperienced staff
- Inept system support



Field Ops Strategy—Back to Basics

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Proactive vs. Reactive role:

- **Put “Field” back into Field Activities**
- **Management / Functional oversight of MPFs**
- **Liaison between AFPC and MAJCOMs/MPFs/CSSs**
 - **Be a single voice; keep workload off them**
- **Improved communication to the field**
- **MILPDS and PC-III functional OPR-- TRAINING!!!!**
- **Maintain MPF/CSS web site**
 - **www.afpc.randolph.af.mil/mpf**

Pers/Pay Issues Still Top Priority

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- **DP/FM leadership focus**

- Objectives: Fix pay problems, Error-free customer service, Reduce manual effort, Posture for DIMHRS, Ensure adequate resources

- **AETC-hosted Root Cause Analysis Workshop**

- Accessions (AETC/USAFA)
- Deployments/Relo (ACC/USAFE)
- Reenlistments (AFSOC/AFSPC)
- Separations/Retirements (PACAF)
- Promotions (AMC/AFMC)
- No surprises—user input errors and system cause of most cases

- **Data Clean-up**

- Data Management Team working it hard

One-stop Customer Support - The Details

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- **Joint DP/FM memo sent to field Sep 03. Highlights:**
 - **Addressed one-stop customer service**
 - **MPF/FSO technicians meet daily**
 - **MPF/FSO leadership meet weekly**
 - **Brief Wg/CC monthly**

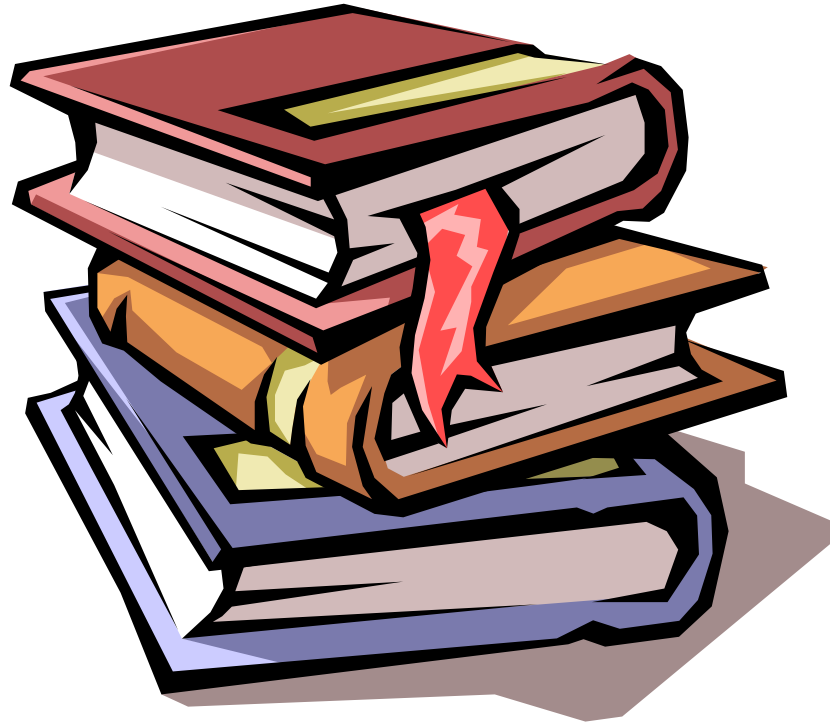
- **What we've seen:**
 - **MPF/FSO teamwork implemented = CMS under control**

- **AFIA Eagle Look preliminary report: “bases not affectively implementing one-stop customer service”**
 - **Expect stricter guidance from DP/FM**

- **Need MAJCOMs/MPF Supts to enforce at their bases**

Training

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Staying in Touch

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- **Aggressive plan to get out to the field**
- **When we went...**
 - **Hands-on MilPDS Training in the work centers**
 - **Shared knowledge, model programs**
 - **Big picture (vMPF, Contact Center, Tools)**
 - **Team approach (Field Ops, OPRs, MAJCOMs, FMs)**
- **Our deliverables: Training, Follow-up**
- **Our takeaways: Problems, Trends, Best Practices**

Field Training Status

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- **Started Nov '02**
 - **Active: Round 1 complete--82 MPFs through May 04!**
 - **Guard: 62 of 90 visited—complete Jun 04**
 - **Reserve: 37 of 39 visited—complete this month**
- **Lots of observations and information shared**
- **Need help from all levels of leadership to stay the course!**

What We've Seen

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LEADERSHIP

- Leadership makes a difference if:
 - They are engaged!
 - They have a training program
 - They are managing their programs
 - They are working data analysis
- Observation: **we all have a stake and role in mentoring and providing oversight! _**

What We've Seen

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ORGANIZATION

- Status Quo doesn't cut it
- Need to be creative to meet today's demands
- Our current focus is on consolidating CSSs at the Group level

What We've Seen

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DOCUMENTATION

This one is on us!!

- **Field screaming for updated user documentation**
- **Local written continuity works, but it's a band-aid**
- **AFCSM 36-699 currently undergoing massive facelift**
 - **More comprehensive easy to use work center guide - not just system navigation tool**
 - **30% of rewrite is complete**
 - **Employments chapter already posted**
 - **Others will follow soon**
 - **Need to ensure process in place to capture system changes after documentation is published**

What We've Seen

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TRAINING

- **Non-existent at some bases; not training CSSs**
- **Work centers and troops (upgrade tng) suffering**
- **Understand deployments/manning are LIMFACs, but those that make it happen are staying above water**
- **Needs emphasis at all levels!!!**

What We've Recently Seen

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- **Great progress in managing CMS cases**
- **Communication has been outstanding**
- **Several MAJCOMs providing great oversight**

What's Next - 04 and Beyond

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- **Continue field training—reduce visits per year, but increase focus/intensity**
 - **Criteria for visits: MPF Assessments, CMS, Data Recon, MAJCOM input**
- **MPF Work Center Training Workshops**
 - **Outbound Assignments - 9-11 Mar 04**
 - **Next: PSM next target**
- **Continue to analyze and share “Best Practices”, develop tools to share with MPFs via website**
- **Keep up PERSFACTS**

What We Need From You

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- Stay engaged – You Make a Difference!
- Ensure we stay focused on your needs
- Help keep lines of communication open
- Feedback
 - Identify trends (training issues/system problems)

Overview

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- Other Topics



Other Topics

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- Command Insignia & Responsibility Pay
- Fitness
- Dress & Appearance
- Voting

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Command Insignia and Responsibility Pay



- April 04 audit -- many ineligible CCs getting CRP
- **Wear** different than **Pay**—not joined at the hip
 - Many associated CC-Equiv approval to wear pin with approval for pay—NOT THE CASE
- Pay targets Sq/Gp/Wg CCs only—very few exceptions (approved by Air Staff)
- MPF/CC responsible for validating roster monthly
 - Employment has key role

Fitness

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- **MPF Responsibilities: Consultant to the Commander Only**
 - Refer Fitness Program questions to the HAWC
- **Maximum Commander flexibility**
 - Includes Professional Appearance in Uniform
 - **Policy will be placed in Dress & App AFI**
- **Fitness Data Maintained on AF Portal**
 - Released in March 04—Data input by CSSs
 - Maintained by 3A @ HAWC
 - Placed in PDS when/if requirement is needed

Fitness cont

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- All members in the WBFMP should have been Fitness Assessed by 6 Feb 04
 - Units are lagging
 - Quality Factors are the main concern

- Accessions require Body Fat (BF) Measurement IAW w/AFI 10-248
 - MPFs affected when members transfer AF Components or Services
 - **Includes Palace Chase/Palace Front**

Dress & Appearance

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- **Wear Test of New Utility Uniform**
 - **600 people are wearing at 30 locations**
 - **Website for feedback should be live by end-of-May (no URL available at this time)**
 - **Test will conclude Oct - Nov '04**
 - **Report to CSAF Jan '05**
 - **Will have on shelf 18 - 24 months after report**
 - **5 year phase-in plan**
 - **Preliminary feedback: love the fit, love the principle of wash & wear; color starting to grow on people**
 - **Policy regarding situations in which new utility uniform will be worn--deployed, home, etc. TBD**

Dress & Appearance

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- **New Physical Fitness Uniform**
 - **300 people are wearing at 2 locations**
 - **Wright-Patterson AFB OH and Fairchild AFB WA**
 - **All MAJCOM Command Chiefs and 4-stars**
 - **Will be a short wear test to ensure patterns are good (some flaws already identified)**
 - **Will start production in June '04**
 - **Will start having available in October for those in an AEF cycle**
 - **Funding still being worked**
 - **Officers out-of-pocket/Enlisted annual allowance**

Dress & Appearance

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- **AFI 36-2903, Personal Appearance of Air Force Personnel, currently being revised--expect publication in 2004**
 - **Incorporates changes from the 95th and 96th AF Uniform Boards**

Voting

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- **Installation Voting Assistance Officer (IVAO) is the Voting Program Manager at base-level**
- **MPF Responsibilities outlined in AFI 36-3107 and AF Voting Plan, 2004-05**
 - **Be familiar with the AFI and Voting Plan**
 - **Know who the Installation Voting Assistance Officer (IVAO) is and provide them assistance**
 - **Advise IVAO when voting materials arrive at MPF**
 - **Review, update and send a copy of current IVAO appointment letter to MAJCOM when necessary**
- **Air Force Voting Website:
www.afpc.randolph.af.mil/votefund**

Get Out and Vote!



U.S. AIR FORCE

■ **QUESTIONS?**

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